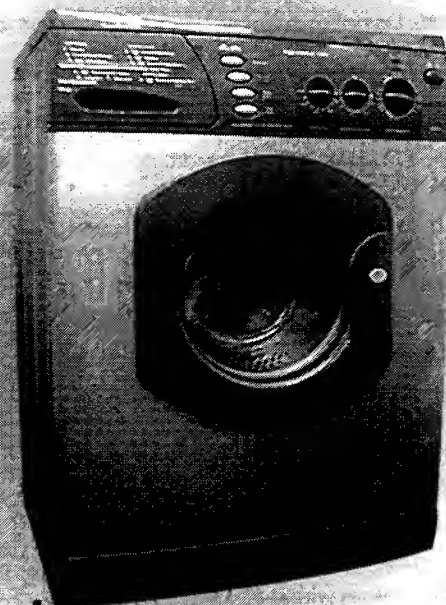


**Hotpoint**

Congratulations on the purchase of your  
new Aquarius Washing Machine.

**IMPORTANT INFORMATION**

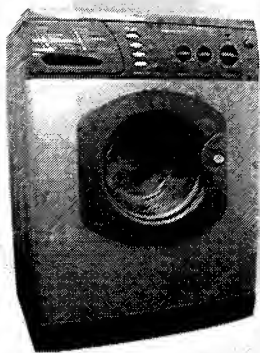
Please read this instruction book  
thoroughly before installing and using  
your appliance for the first time.



**AQUARIUS**

# *Instruction Manual*

*For Models WM61/WM62/WM63/WM64/WM65*



## Electricity Supply

**WARNING:** This appliance must be earthed.

### Fuses

Your appliance comes fitted with a plug and a 13A fuse. If you need to replace the fuse, only those rated at 13A and ASTA approved to BS1362 should be used. To change fuse, lift holder to vertical position and lift the fuse out. To replace, insert fuse and push fuse holder down into locked position. Correct replacement is identified by colour coding or the marking on base of plug.

**WARNING:** Do not use plug unless fuse holder is in locked position.

### Changing the Plug

Cut off and dispose of the supplied plug if it does not fit your socket.


**WARNING:** To avoid a shock hazard do not insert the discarded plug into a socket anywhere else.

**IMPORTANT:** WIRES IN THE MAINS LEAD ARE COLOURED IN ACCORDANCE WITH THE FOLLOWING CODE:

Green/Yellow	-	Earth
Blue	-	Neutral
Brown	-	Live

If you change the plug, the colour of wires in the mains lead may not correspond with the colour of the markings identifying terminals in the plug. You should therefore wire it as shown (Fig 1).

Green and yellow (Earth)

wire to terminal marked 'E', symbol , or coloured green and yellow.

Blue (Neutral)  
wire to terminal marked 'N' or coloured black.

13A ASTA approved fuse to BS1362.

Brown (Live)  
wire to terminal marked 'L' or coloured red.

Cord clamp

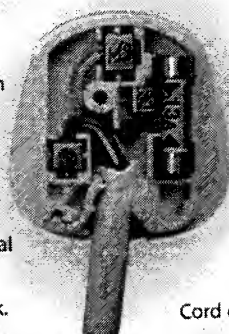


Fig 1

### Changing the Mains Lead

A special lead can be ordered from Hotpoint Service UK: 08709 066 066 or Republic of Ireland: 1850 302 220

If you have damaged the existing lead or require a longer one a charge will be made. It is

**CE** strongly advised that this work is carried out by a qualified electrician.

CE marking certifies that this appliance conforms to the following EEC directives:-

Low Voltage Equipment - 72/23/EEC & 93/68 EEC

Electromagnetic Compatibility - 89/336/EEC, 92/31/EEC & 93/68/EEC



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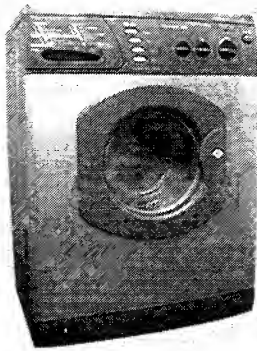
## Recycling & Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality recycled components to keep down customer costs and minimise material wastage. Please dispose of packaging and old appliances carefully. To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of separately to ensure that the appliance can no longer be plugged into a mains socket.



## Retention of this Instruction Manual

Keep this instruction manual in a handy place for reference. It contains important details on the safe and proper use of your appliance. If you sell the appliance, pass it on to someone else, move house and leave it behind, make sure that you provide this manual so that the new owner can become familiar with the appliance and safety warnings.



# *Installation Instructions*

## **IMPORTANT INFORMATION:**

- *Do not plug in and switch appliance on at the mains until installation is complete.*
- *You may be charged for a service call if a problem with your appliance is caused by incorrect installation or misuse.*

Follow these 5 steps for a trouble free installation:

- 1. Choose a Location...*
- 2. Remove Transit Bracket...*
- 3. Connect to the Water Supply...*
- 4. Connect to a Drainage System...*
- 5. Adjust the Feet...*

## *1. Choose a Location...*

The choice of location for your appliance will influence its performance.

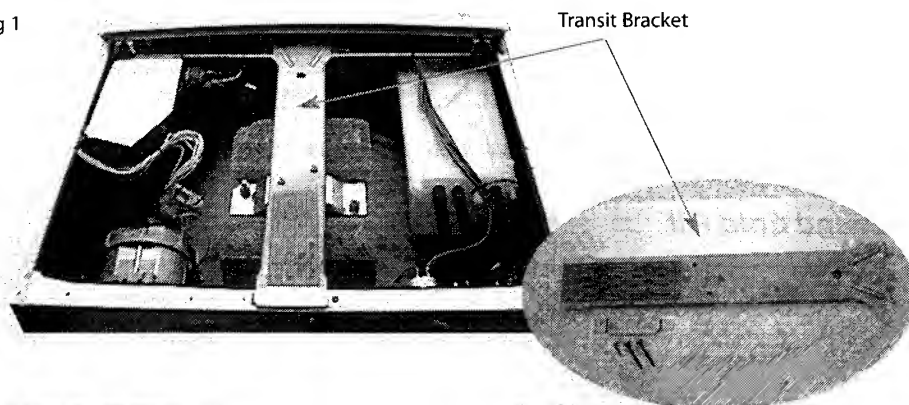
- Position where possible on a solid floor. Vibration may occur with a wooden floor.
- Take care with vinyl floor coverings. The weight of the appliance may cause indentations in some vinyl floor coverings.
- For your safety and to comply with IEE regulations, you should not install your appliance in a bath or shower room. Seek professional advice if you wish to do so.
- Ensure sufficient space is allowed for the appliance. The dimensions should be a minimum of 600 mm wide, 600 mm deep and 900 mm high.
- Ensure the electrical socket and water taps are easily accessible and that the water supply can be isolated if necessary.

## 2. Remove Transit Bracket...

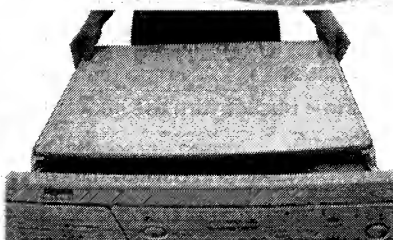
Your appliance is fitted with an internal bracket (Fig 1) which prevents damage to the appliance during transit. Remove parts (Fig 2) following the instructions below.

*Note: It is normal for the door seal to look creased, it will not affect its use.*

Fig 1



**1** Remove 3 screws from back of work top lid, retain.



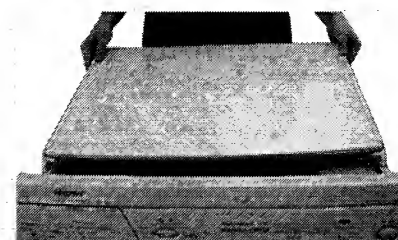
**2** From rear of appliance, grip sides of work top lid, lift, slide and pull towards you.



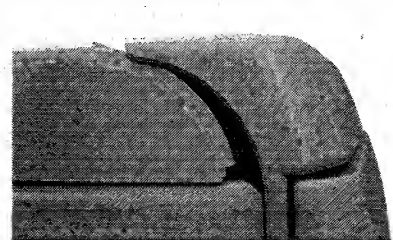
**3** Remove 1 screw and clamp, retain.



**4** Remove 2 screws and transit bracket, retain.



**5** Slide and push work top lid into position.



**6** Locate front edge into console.

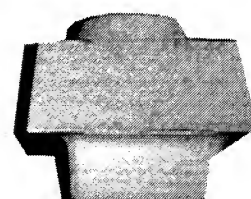


**7** Replace work top lid and 3 screws.



### WARNINGS

- Before using appliance, remove transit bracket, clamp and screws. Retain parts for future transportation.
- Do not remove concrete weight.
- After removing the packaging from the machine, ensure that the polystyrene pyramid (shown below) has come away from the underside of the machine, with the polystyrene base.



*If it has not come away, remove it by tilting the machine backwards until the pyramid can be seen and then remove.*

*Remember you may be charged for a service call if a problem with your appliance is caused by incorrect installation or misuse.*



### 3. Connect to the Water Supply...

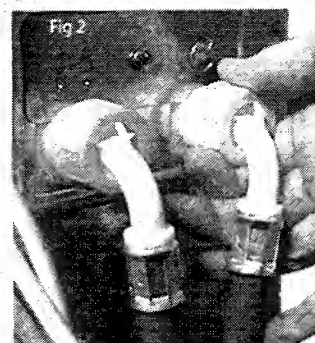
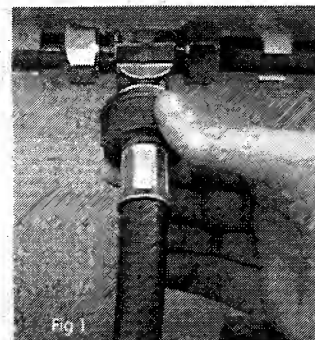
- ⚠ Incoming hot and cold water pressure should be between 3 and 150 psi (21 - 1034 Kpa).
- ⚠ The temperature of the incoming household hot water supply should ideally be 60°C and no higher than 70°C as this could cause damage to both your laundry and appliance.
- ⚠ The water supply taps must be easily accessible when the appliance is installed.
- ⚠ The appliance must be connected to the appliance water supply using the new hose set supplied, old hose sets should not be used.

#### **WARNING**

- ⚠ **Do not connect appliance to a single outlet instantaneous water heater.**

#### *Hot and Cold Fill*

1. Connect straight end of supplied red or grey hose to the HOT water supply tap (Fig 1). Connect straight end of supplied blue hose to the COLD water supply tap.
2. Hand tighten connectors sufficiently to ensure water does not leak from the hose connections.
3. Before connecting each of the hoses to the appliance, confirm water supply is flowing by holding the free end of each hose in a bucket, turn the relevant water supply taps on and then off.
4. Connect angled end of red or grey hose to white plastic inlet valve marked 'H' (Fig 2) and angled end of blue hose to white plastic inlet valve marked 'C' at the back of the appliance.
5. Hand tighten connectors sufficiently to ensure water does not leak from the hose connections.
6. Turn on water supply taps and check for leaks from the connectors. In the event of a leak, turn off supply tap, remove connector and check sealing washer is in place. Refit connector and tighten. Turn on water supply taps.

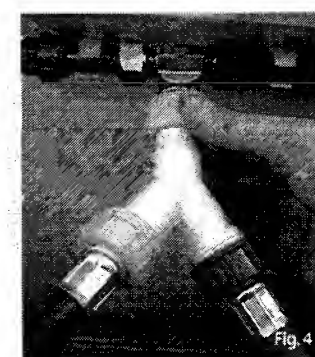
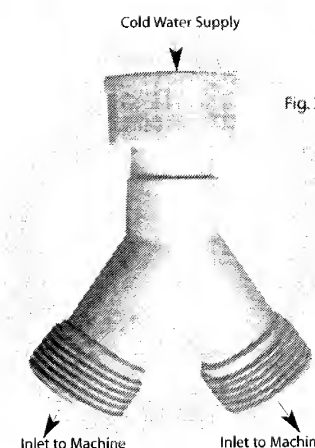


#### *If you have no hot water supply...*

A Cold Fill Adaptor (Fig 3) is available from your local Hotpoint authorised Service Centre or by calling the Genuine Parts & Accessories Mail Order Hotline UK: 08709 077 077 or Republic of Ireland: (01) 842 6836.

#### *Fitting a Cold Fill Adaptor*

1. Connect straight ends of supplied hoses to the Cold Fill Adaptor (Fig 3).
2. Connect adaptor to the cold water supply tap (Fig 4).
3. Before connecting the hoses to the appliance hold the free end of each hose in a bucket, gently turn on the tap to confirm the water supply is flowing. Turn off the tap.
4. Connect angled end of the supplied hoses to white plastic inlet valves marked 'H' and 'C' at the back of the appliance.
5. Hand tighten the connectors sufficiently to ensure water does not leak from the hose connections. Turn on water supply taps.



**Remember you may be charged for a service call if a problem with your appliance is caused by incorrect installation or misuse.**

## 4. Connect to a Drainage System...

Do not remove hooked end support from drainage hose.

Do not position standpipe near an electrical outlet.

For drainage into a standard work top sink ensure outlet pipe has a minimum bore of 32 mm. To avoid syphoning ensure the end of the drainage hose is above the water level in the sink. If your sink is inset, the front edge of the basin must be less than 75 mm from the front edge of your work top.

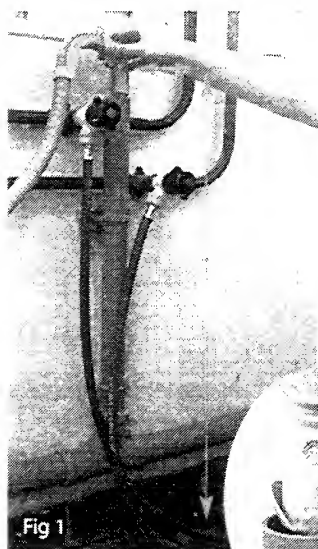


Fig 1

We recommend one of the following drainage methods:-

### Standpipe

**Note: Ensure the standpipe has a minimum diameter of 38 mm.**

1. Ensure top of standpipe is positioned at least 500 mm from the floor (Fig 1).
2. Untie the end of the GREY drainage hose from the rear of the appliance and place approximately 100 mm into the standpipe.
3. If the end of GREY drainage hose is fitted with 'Retaining Flaps', ensure that they are fully inserted into the standpipe as shown (Fig 2).

### Sink Waste System

**Note: Ensure the sink outlet pipe has a minimum diameter of 32 mm.**

1. Untie the end of the GREY drainage hose from the rear of the appliance.
2. Reposition 'Hooked End Support' as required along GREY drainage hose.
3. If fitting an under sink waste disposal unit (Fig 3), cut out the membrane, bung or blanking plug (Fig 4 and 4a).
4. Attach the GREY drainage hose to the under sink waste disposal unit securely, using a Jubilee clip.
5. Raise the hose to a minimum height of 800 mm to avoid syphoning.

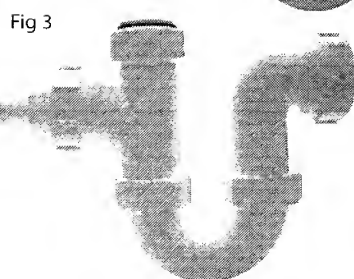
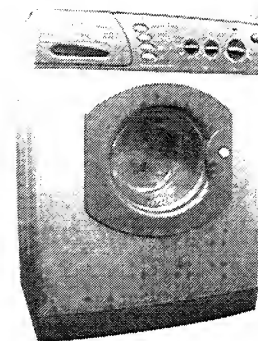


Fig 4 - Before

Fig 4a - After



**When you have installed your appliance, ensure it is ready to use by following this 10 Step Check List**

1. Dispose of packaging safely, see 'Recycling Information' on page 3.
2. Position appliance close to electrical/water supply see 'Location' on page 4.
3. Remove transit bracket & screws see 'Transit Bracket Removal' on page 5.

### Do not remove concrete weight

4. Connect supplied hoses to appliance water supply, confirm water is flowing before connecting to the appliance inlet valves see 'Water Supply' on page 6.
5. Untie drainage hose at rear of appliance and connect to either a standpipe or sink waste drainage system see 'Drainage' opposite.
6. Untie mains lead at rear of appliance and plug into electrical supply via a switched socket, see 'Electrical Supply' on page 2.
7. Position appliance, taking care not to kink or damage hoses at rear of appliance.
8. Stabilise the appliance, see 'Adjusting the feet' opposite.
9. Turn on the water supply to the appliance.
10. Switch on at plug socket.

## 5. Adjust the Feet... This must only be done when the machine is upright.

Release locking rings on the two front feet.

Screw feet in or out until appliance is standing firm and level.

Ensure all feet are in firm contact with the floor.

Tighten the locking rings on the front feet.



**Note: Your appliance may become noisy or move about the floor if it has not been stabilised.**

**Your appliance is now ready to use, refer to 'Getting to Know your Appliance' on page 8 to familiarise yourself with the appliance.**

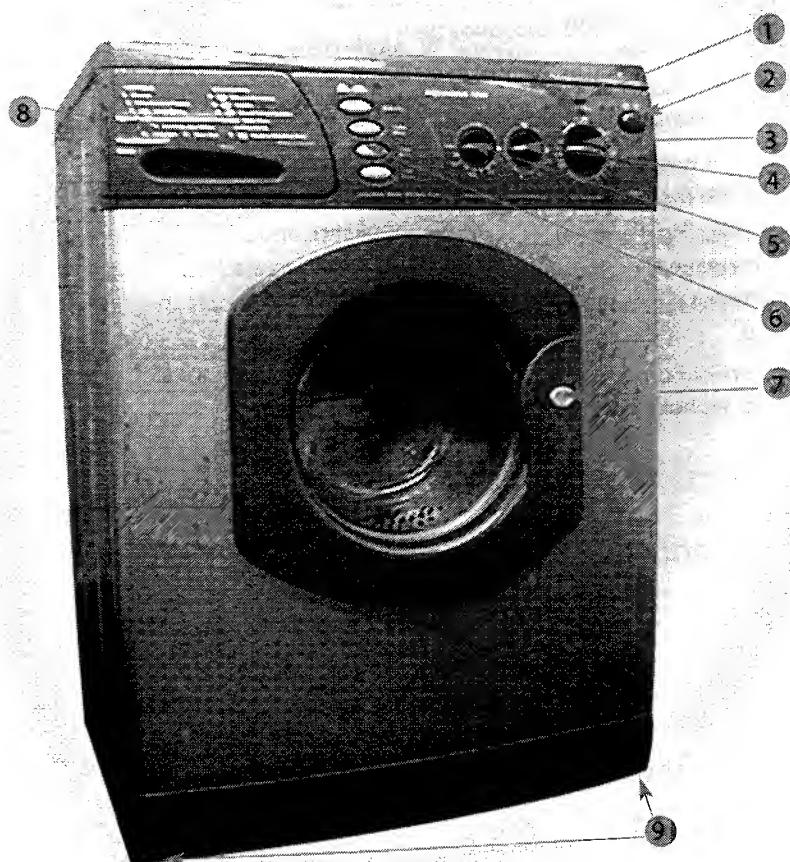




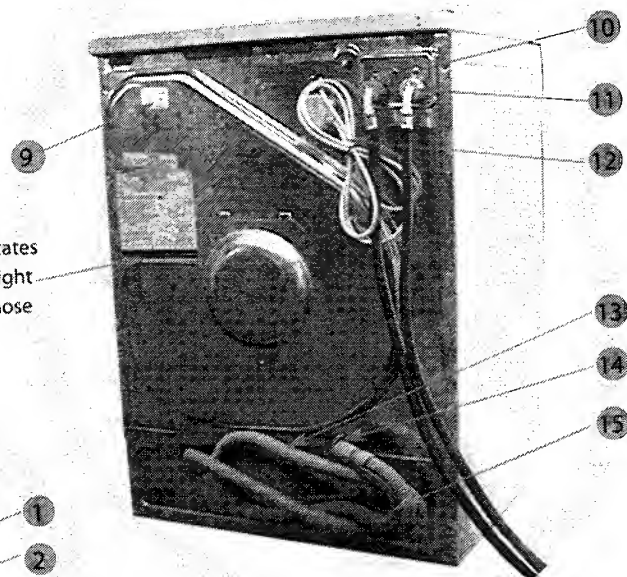
# Getting to Know Your Appliance

**Model WM65 shows the maximum features available on an Aquarius washing machine.**

## Model WM65



Red line indicates minimum height of drainage hose



## Index

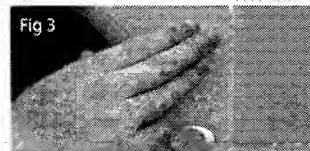
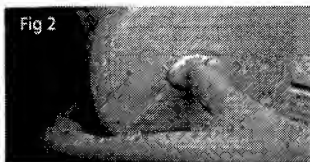
### Front

1. Door Locked Indicator
2. Mains On/Off Button.
3. Wash Dial
4. Variable Temperature Control Dial
5. Variable Spin Speed Control Dial  
(only available on Models WM64 & WM65)
6. Optional Wash Feature Buttons  
2 available on Models WM61 & WM62  
4 available on Models WM63, WM64 & WM65
7. Interlocking Door & Release Button
8. Detergent/Fabric Conditioner Drawer
9. Adjustable Feet

### Back

9. Rating Plate
10. Hot Water Inlet Point and supplied Hose  
(Red or Grey)
11. Cold Water Inlet Point and supplied Hose (Blue)
12. Mains Cable
13. Drainage Hose
14. Retaining Flaps
15. Hooked End Support





## Button Selection 2 6

To select, press button and button comes out. To cancel, press again and button is flush with console.

## Interlocking Door System 7

### To Open...

Grip the door handle and press the button whilst pulling open the door (Fig 2).

### To Close...

Apply pressure at the 2 o'clock position (Fig 3) until the door clicks.



### Indicator Light... 1

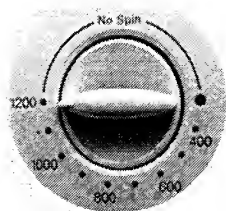
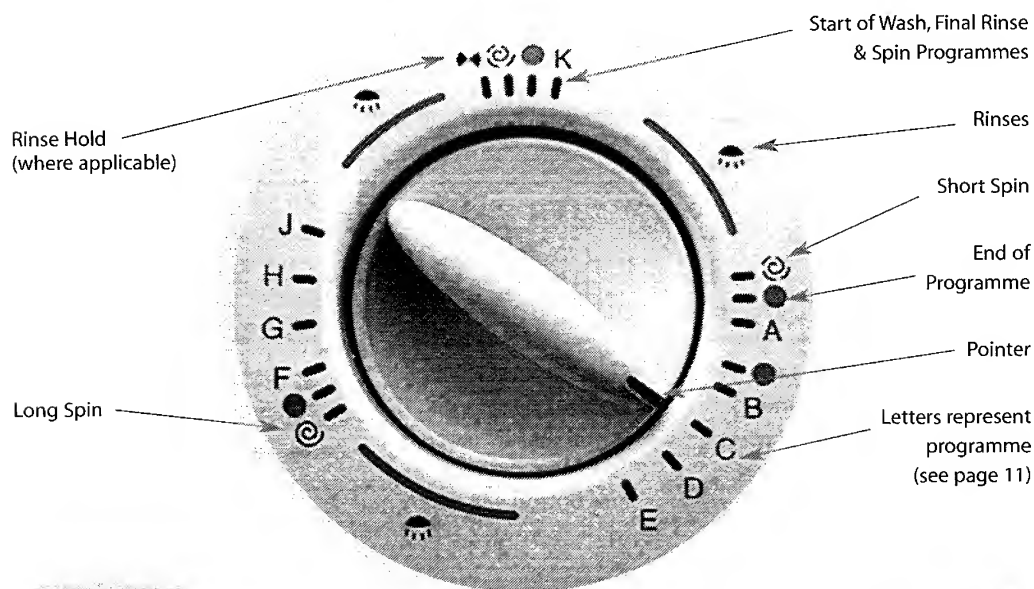
When switched on the door will lock and after a few seconds the indicator light will illuminate throughout the programme. Approximately 1-2 minutes after the programme has finished the indicator light will go out and the door can be opened.

**WARNING: Do not attempt to open the door whilst the indicator light is on.**

## Wash Dial & Symbols 3

Before selecting a programme, ensure the mains button is in the 'OFF' position. Turn dial slowly clockwise. You will hear a click as the pointer aligns with the start of your chosen wash programme, final rinse or spin.

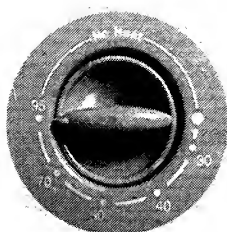
**Note: Failure to correctly align pointer at the start of a wash programme will result in detergent not being dispensed.**



## Variable Spin Speed Control Dial 5

only available on Models WM64 & WM65

To reduce the maximum programmed spin speed, turn the dial before or during a programme. **Note: Spin speed cannot be increased again whilst the appliance is spinning.**



## Variable Temperature Control Dial 4

only available on Model WM65

- To reduce the wash temperature of any programme except J', turn the dial before selecting a programme.
- To protect laundry, you are unable to increase automatic temperature settings.

**Note: We do not recommend using the NO HEAT setting with the prewash programmes A or B.**



**IMPORTANT INFORMATION:** Before selecting a programme, ensure the mains button is in the 'OFF' position.

## A Typical Wash Programme

### WARNINGS

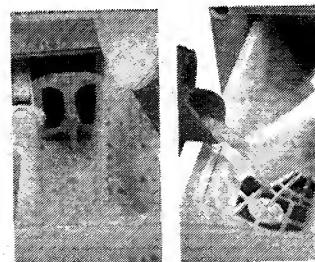
- Do not allow children to play with the appliance or tamper with the controls.
- Do not overload appliance! It may damage laundry and reduce the quality of the wash.
- Do not attempt to open the door when the indicator light is on.



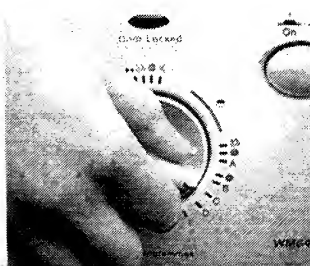
- 1** Sort laundry by label into groups with the same wash requirements and load appliance.



- 2** Close door by applying pressure at the 2 o'clock position.



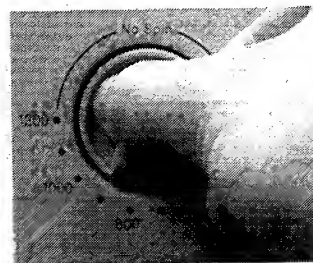
- 3** Add detergent and or conditioner to the dispenser drawer, see pages 14-15. Refer to detergent manufacturer's dosage instructions.



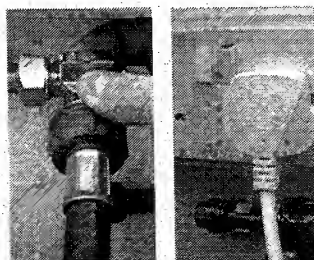
- 4** Select required wash programme by turning the wash dial clockwise, you will hear a click as the pointer aligns at the start position.



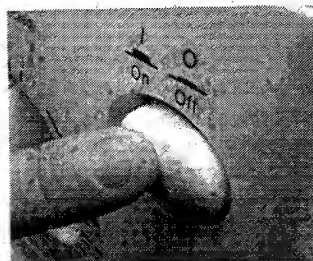
- 5** Select optional wash features by pressing button, it will come out. To cancel, press again and button will be flush to the console.



- 6** (Model WM64 only) Select reduced spin speed (if required) by turning the variable spin speed control dial.



- 7** Switch on both the water & electricity supply at the mains.



- 8** Switch 'ON'; the door will lock and after a few seconds the indicator light will illuminate throughout the wash programme.



- 9** 1-2 minutes after completion of the wash programme the indicator light will go out and the door can be opened. Switch 'OFF' after use.

**Note:** We recommend on completion of your wash programme that you switch off both the electricity and water supply to the appliance.



**IMPORTANT INFORMATION:** The temperature of the incoming water supply or selection of wash features: ie. Economy Wash or Time Saver will affect programme times.

## Choosing a Wash Programme

Hotpoint recommend the Persil range of detergent products

ITCL Prog.	Codes	Fabric	Temp °C	Full Load	Approx. Prog. Time (mins) based on hot and cold fill	Max. Spin Speed depending on model
A		Heavily soiled loads. On completion, switch 'OFF' mains button before selecting Prewash wash programme.	40	3kg to 5.5kg	15-25	400rpm
<i>WARNING: Not for woollen or delicate items.</i>						
B		Heavily soiled white cotton loads (includes a prewash).	95	5.5kg	120-130	*1200rpm
C	<u>95</u>	White cotton & linen without special finishes	95	5.5kg	100-110	*1200rpm
D	<u>60</u>	Colourfast cotton, linen or viscose without special finishes	60	5.5kg	90-100	*1200rpm
E	<u>40</u>	Non-colourfast cotton, linen & viscose	40	5.5kg	60-70	*1200rpm
F	<u>50</u>	Coloured nylon, polyester, acrylic/cotton mixtures, cotton or viscose with special finishes (eg. drip dry), coloured polyester/cotton mixtures	50	3kg	50-60	900rpm
G	<u>40</u>	Acrylics, acetates & tri-acetate blends of these fabrics with wool, polyester/wool blends	40	3kg	45-50	900rpm
H	<u>30</u>	Silk & printed acetate fabrics with colours not fast at 40 C	30	1.4kg	35-40	900rpm
J		Quickwash for freshening up lightly soiled items	Incoming Household Supply	0.9kg	30-35	900rpm
<i>WARNING: Not for woollen items.</i>						
K	<u>40</u>	Woollen blankets, wool mixtures with cotton or rayon, silk	40	2.7kg	40-45	900rpm
		Shrink resistant machine-washable wool	40	1.4kg	40-45	900rpm

\* Maximum spin speed for Models WM64 & WM65 only.



**IMPORTANT INFORMATION:** Availability of wash features will depend on your choice of model.

## Wash Features



### Button Selection

To select an optional wash feature, press button and a colour band will become visible. Press again to cancel.

### Option Buttons

**Economy Wash for Models WM61, WM62, WM63, WM64 & WM65**

*Save money and time on lightly soiled loads.*

Lightly soiled clothes are washed at the temperature of the incoming household water supply.

- Programme 'A' is heated to a reduced temperature of 30°C.
- Not available with programme 'J'.

**Super Rinse for Models WM61, WM62, WM63, WM64 & WM65**

*For large wash loads, wash items for young children and people with sensitive skin.*

- Increases the water level of the last two rinses on all programmes except programme 'A' and the wool programme 'K', which increases automatically.

**Time Saver for Models WM63, WM64 & WM65**

*Save 43 minutes on programme D and up to 25 minutes on any other wash programme.*

- Not available with programme 'A' or the wool programme 'K'.

**Rinse Hold for Models WM63, WM64 & WM65**

*Suspends your clothes in the final rinse water.*

Helps minimise creasing of delicate or synthetic fabrics. Complete final spin by cancelling option.

- Only available with programmes 'F, G, H & J'.

**Note: Remember to cancel buttons after use!**

## Automatic Features

**Pulse Spin for Models WM63, WM64 & WM65**

*Helps reduce wear and tear on your wash items.*

Pulse spin is an automatic function where a long steady spin is followed by a 30 second burst at the maximum speed of your appliance to enable safer, more efficient water extraction.

### Intelligent Care

Your appliance has an inbuilt feature to prevent it spinning with an unbalanced load, avoiding excessive vibration and prolonging the life of the appliance.



## Weight of Wash Load

Two examples of typical wash loads for different types of fabric

### COTTON

2 Bath Towels  
5 Shirts  
6 Blouses  
1 Set of Pyjamas  
4 Sets of Underwear

= 5.5kg

### SYNTHETIC

2 Children's Dresses  
4 Shirts  
4 Blouses  
1 Set of Pyjamas  
4 Sets of Underwear

= 3kg

# Washcare Tips

Before washing laundry:-

- Pre-treat stains.
- Close zips, tie belts, strings etc... and press studs to prevent tangling.
- Remove paper/tissues from pockets.
- Remove sharp objects or coins from pockets as they may damage clothes.
- Limit size of absorbent loads ie.; towels, to 3kg (7lb) to give good washing/rinsing results.
- Place small items in a wash bag.
- Check wash labels as some items may require a cool programme.
- Wash non-colour fast items, woollens or really dirty clothes separately as they may affect other items.
- Laundry will not wash properly if you over load your appliance.
- Laundry without a wash label should not be machine washed.

## Spin only option...

**IMPORTANT INFORMATION:** Before selecting a programme, ensure the mains button is in the 'OFF' position.

To select long spin, turn wash dial clockwise until pointer aligns with ☉ (Fig 1).

For a short spin turn wash dial and align pointer to ☼ (Fig 2). Press the mains button 'ON'.

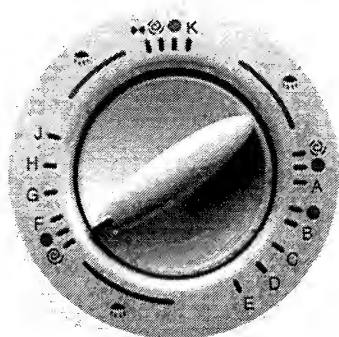


Fig 1

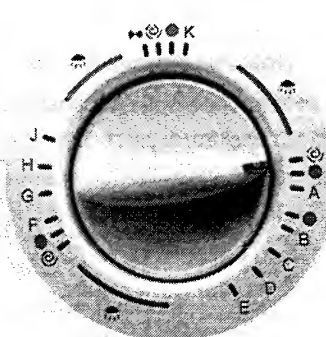
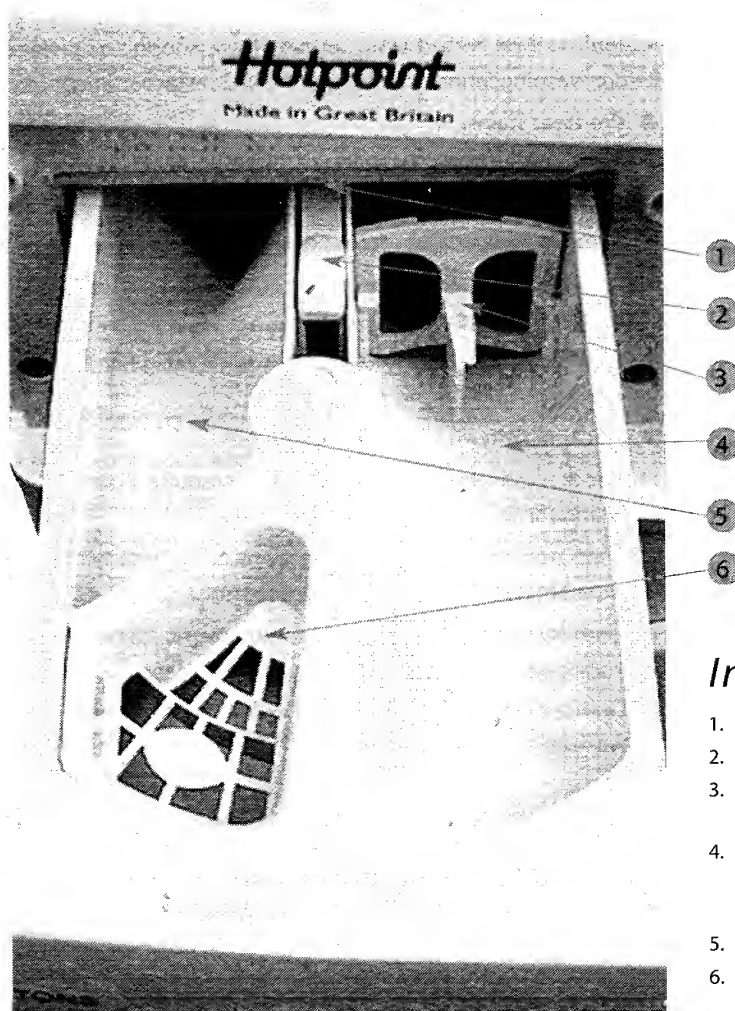


Fig 2



**IMPORTANT INFORMATION:** The Main Wash Indicator has been preset to dispense powder detergent only. If you wish to dispense liquid detergent see instructions for 'Changing the Main Wash Indicator' opposite.

## The Dispenser Drawer



### Index

1. Drawer Latch.
2. Button.
3. Main Wash Indicator position for 'Powder'.
4. Liquid or powder detergent compartment (pre-set to dispense powder only).
5. Prewash detergent.
6. Fabric conditioner compartment.

### Choose a Suitable Detergent

- Hotpoint recommend the Persil range of detergent products.
- Select 'low suds' automatic powder, designed specifically for automatic washing machines or washer/dryers.
- Follow manufacturer's dosage recommendations. Do not under dose, you will not achieve a clean wash for your wash items.
- You will need up to 50% more detergent in hard water than in soft water areas to obtain the same wash results.

**Note:** Hotpoint recommend dispensing detergent from the drawer to achieve the best wash results.

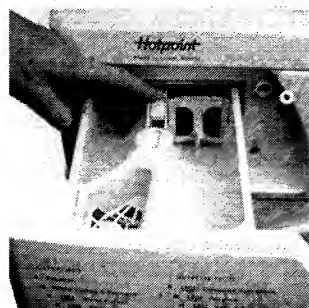


## Changing the Main Wash Indicator

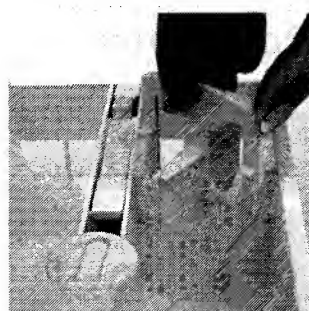
The Main Wash Indicator has been fitted, ready to dispense 'Powder' detergent only.



- 1 Pull drawer out until it reaches its stop.



- 2 Press down on button to release drawer latch, remove drawer.



- 3 Lift 'Powder' indicator out of slots, rotate and reposition for 'Liquid' ensuring it is secure.



- 4 Re-locate drawer and push firmly back into place.

## Dispensing Liquid Detergent

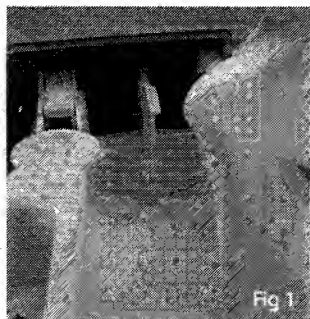


Fig 1

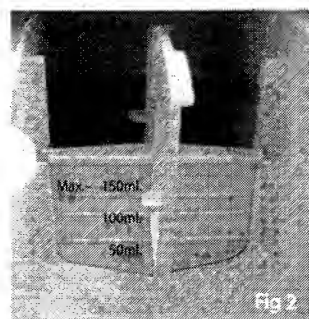


Fig 2

Refer to detergent manufacturer's instructions for dosage and pour liquid into the compartment (Fig 1).

**Note:** The 'Liquid Detergent' Main Wash Indicator features 3 lines which represent the dosage of liquid to be used (Fig 2). We recommend that you do not exceed the maximum limit of 150ml.

## Dispensing Powder Detergent

To achieve optimum wash results we recommend that you use the detergent manufacturer's dispensing cup to dispense no more than 300 ml of powder (Fig 3).



Fig 3

## Dispensing Fabric Conditioner

Pour fabric conditioner into compartment (Fig 4). We recommend that you do not exceed the maximum level indicated.

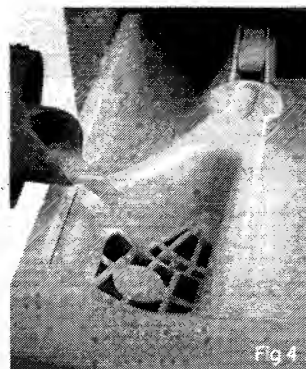


Fig 4

## Using a Dosing Ball



Fig 5

To obtain claimed energy label wash performance for a 60°C cotton wash, dispense powder detergent in a dosing ball, placed in an upright position in the centre of the wash load (Fig 5). To receive a 'FREE' dosing ball, phone: UK 0800 243 131 or Republic of Ireland: 1800 386 386



### WARNING

- Do not dispense detergent tablets from the dispenser drawer. Refer to detergent manufacturer's instructions.



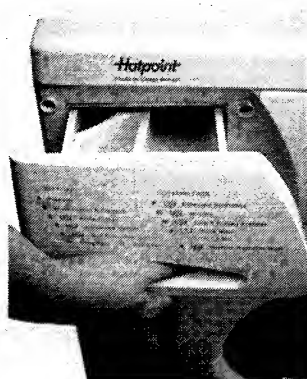
# Cleaning

## WARNING

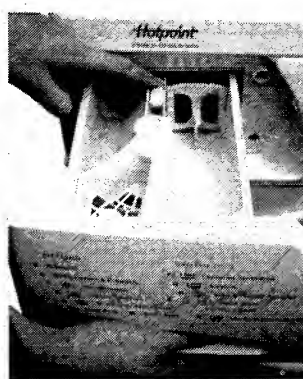
- Do not clean any part of your appliance with abrasive cleaners, scouring agents, acids, chlorine based bleach or metal polish as they may cause damage.

## Removing and Cleaning the Dispenser Drawer & Compartments

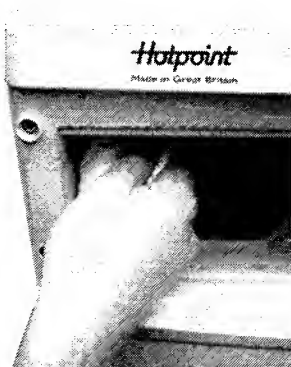
*Note: It is advisable to clean the dispenser drawer regularly.*



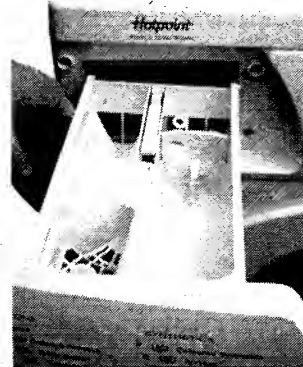
- 1 Pull dispenser drawer out until it reaches its stop.



- 2 Press button to release drawer latch and remove dispenser drawer.



- 3 Clean and dry dispenser drawer and internal fixed compartment thoroughly.



- 4 Re-locate dispenser drawer and push firmly back into place.

## Cleaning the Exterior



Use a damp cloth or silicon polish to clean the exterior surfaces of the appliance.

## Cleaning the Door Bowl



Clean internal surface of the door bowl regularly with a soft cloth. A build-up of soap powder and water hardness residue may result in water leaking from the door.

# Maintenance Wash

If using liquid detergent regularly or washing at low temperatures, we recommend a maintenance wash two or three times a year to avoid build up of greasy deposits and water hardness residue. Simply run programme 'C' without laundry in the drum using the usual amount of detergent.



# Troubleshooting...

## **My appliance will not start...**

- Is the appliance plugged in and switched 'ON'?
- Is the socket OK? Try another appliance in the socket.
- Is the fuse in the appliance plug OK? If not, replace it. See 'Electrical Supply' page 2.
- Did you check the water supply was flowing before connecting the hoses to appliance inlet valves. See 'Hot & Cold Fill' page 6.
- Are the hoses correctly connected, unknicked and water supply taps to the appliance fully turned on? See 'Installation' pages 4, 5, 6 & 7.
- Have you pressed the ON/OFF button? A green band is visible on selection.
- Have you closed the door firmly?

## **It will not pump out the water...**

- Has the drain hose been installed correctly? See 'Installation' pages 4, 5, 6 & 7.
- Is the hose kinked? See 'Installation' pages 4, 5, 6 & 7.
- If you have connected your appliance to a sink waste system ensure that you have cut out the membrane on the under sink waste disposal unit, and check that the unit is not blocked with lint. See 'Installation' pages 4, 5, 6 & 7.
- Have you selected Rinse Hold? If so, cancel option. See 'Wash Features' on page 12.

## **It's Leaking...**

- Are the fill hoses tightened correctly? Perhaps the washers are not sealing properly.
- Is the standpipe or household drain blocked? You will need to call a plumber if you cannot clear the blockage.

## **My appliance will not dispense detergent...**

- Have you selected the wash programme correctly?

**Failure to correctly align pointer at the start of the wash programme will result in the detergent not being dispensed. See 'Wash Dial' page 9.**

## **The programme takes a long time...**

Some programmes do take a long time. Other things which can extend programme times include:

- Low temperature or pressure of the incoming hot water. See 'Installation' pages 4, 5, 6 & 7.

## **It makes a noise or vibrates during a spin programme...**

If the noise is excessive you should check:

- Has the transit bracket been removed?
- Have you removed loose items such as coins etc... from the pockets as these can rattle about inside the appliance drum and cause damage.
- Have you adjusted the feet to stabilise the appliance? See 'Installation' pages 4, 5, 6 & 7.

## **The laundry has not spun dry...**

- Did the water pump out? See 'Installation' pages 4, 5, 6 & 7.
- Did you use a short spin programme on a non-synthetic load?  
Your appliance may have an unbalanced wash load. Check that there is no water visible in the drum, it could be hot and spill out. Open the door, redistribute the washed clothes by hand and reselect the appropriate final spin on the wash dial.  
If washing only one item add another to help balance the load.

## **The door will not open...**

- Have you selected Rinse Hold? If so, cancel option. See 'Wash Features' on page 12.
- Has the programme finished?  
Your appliance has an interlocking door system which cannot be opened when a programme has been selected, the appliance is switched 'ON' and the indicator light is illuminated. See 'Getting to know your Appliance' pages 8 & 9.

**On completion of a programme the indicator light will take approximately 1-2 minutes to go out before the door can be opened.**

## **The door release button is stuck...**

Switch 'OFF' the mains on/off button and apply light pressure to the door to release.

## **The dispenser drawer will not close properly...**

- Is the drawer clogged with detergent?  
See 'Cleaning' page 16.

## **Steam is coming from the dispenser drawer...**

The appliance is designed to vent steam from the dispenser drawer during hot washes.

## **Suds are coming from the dispenser drawer...**

- Have you used the correct amount of detergent suitable for automatic washing appliances? See 'Detergent & Fabric Conditioner' page 15.
- If you have used the wrong type, flush out your appliance by selecting a rinse programme.
- Follow instructions on the detergent pack, taking into consideration load size, soiled loads and water hardness.

## **There is water in the fabric conditioner compartment...**

- Clean dispenser drawer and compartments. See 'Cleaning' page 16.

If the appliance is still not working contact:

## **Service**

UK: 08709 066 066

Republic of Ireland: 1850 302 220

you will be asked for the following information:-

- Name, address and post code
- Telephone number
- Model/serial number and colour, which can be found on the inside of the door
- Date of purchase
- Clear and concise details of the query or fault.

**Remember you may be charged for a service call if a problem with your appliance is caused by incorrect installation or misuse.**





## *Satisfaction Guaranteed or Your Money Back*

*Hotpoint gives you a unique 'Satisfaction Guaranteed' promise – valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, call Hotpoint Service. If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back.*

# *Hotpoint After Sales Service*

Hotpoint appliances carry for the first 12 months a fully inclusive parts and labour guarantee plus FREE replacement parts for the first 5 years provided that they are fitted by our own Service Engineer. When the 12 months parts and labour guarantee expires we offer two after sale service options:

## *Repair Service*

UK: 08709 066 066 or Republic of Ireland: 1850 302 220

Call our National Service Line and benefit from our additional 5 years FREE parts. Although the engineers time and labour is chargeable, all repairs carry a fully inclusive parts and labour guarantee for 12 months from the date of the repair.

*Note: Chargeable service is offered on the basis of payment on completion to our service engineer, who will issue a receipt.*

## *Extended Warranties*

To join: UK 08709 088 088 or Republic of Ireland: 1850 302 220

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint offer two Service Cover Plans to give you complete peace of mind. They enable you to extend your first 12 months labour guarantee by either 1 or 4 years, so that you can have FREE repairs during the membership period.

**Service Cover** FREE service repairs for a single Hotpoint appliance during the period of cover. At an additional cost Service Cover with Maintenance includes an Annual Electrical & Safety Check along with replacement of any parts necessary.

**Kitchen Cover** An annual payment covers repairs for all your Hotpoint appliances which are less than ten years old. Additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover are automatically included during the annual period of cover without further charge.

## *Easy Payment Methods*

We offer a number of payment methods; cheque, credit card, switch, cash or by taking advantage of one of our Service Cover Plans you can spread the cost by direct debit. For further details telephone: 08709 088 088.

## *Appliance Registration*

To benefit from the above options, complete and return the Appliance Registration Questionnaire supplied with this appliance. Full details and costs of our Service/Kitchen Cover options together with an application form, will then be sent to you towards the end of the 12 month guarantee period.

## *Hotpoint Genuine Parts & Accessories*

A wide range of parts and accessories are available from Hotpoint Genuine Parts & Accessories Mail Order Hotline UK: 08709 077 077 or Republic Of Ireland: 01 842 6836



# Hotpoint Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for five years.

- Hotpoint appliances carry a fully inclusive 12 months parts and labour guarantee plus FREE replacement parts for the first five years provided that they are fitted by our own Service Engineer (evidence will be required of date and place of purchase).
- All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Republic of Ireland. We will be happy to deal with any problems which you may have.



*Our Engineers ensure every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.*

## Guarantee Terms & Conditions

Your Guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to provision(s) that your appliance:

- Has been used solely for domestic purposes and is on domestic premises ie. not for commercial or trade use.
- Has been used solely in accordance with this instruction book.
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than our own Service Engineers.

# Key Contacts

## Service

UK: 08709 066 066

Republic of Ireland: 1850 302 220

*You will be asked to quote the Model Number and Serial Number, which can be found on the inside of the door.*

## Genuine Parts & Accessories

### Mail Order Hotline

UK: 08709 077 077

Republic of Ireland: (01) 842 6836

## Extended Warranty

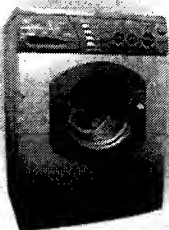
To join: UK 08709 088 088

Republic of Ireland: 1850 302 220

*For further product information*

**08701 50 60 70**

*All Hotpoint Services are offered as an extra benefit and do not affect your statutory rights.*



# Hotpoint®

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